



Maricopa County

Total Compensation Department

Employee Benefits

301 W. Jefferson Street
Suite 201
Phoenix, AZ 85003
Phone: (602) 506-1010
Fax: (602) 506-2354
www.maricopa.gov

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Dear Maricopa County Employee:

Effective January 1, 2003, if you and your family are covered through either CIGNA or HealthSelect for your medical insurance coverage, your behavioral health and substance abuse benefits will be provided through United Behavioral Health (UBH) instead of CIGNA Behavioral Health (CBH).

What if a therapist is currently seeing my dependents or me?

If you or your eligible dependents are currently receiving inpatient hospital, residential treatment or outpatient individual or group therapy that is anticipated to continue past January 1, 2003, please contact UBH on or after December 1, 2002 to find out if your provider and/or facility is contracted with UBH. The UBH phone number is **1-866-312-3078**.

What action do I need to take, if my provider is contracted with UBH?

Notify UBH at 1-866-312-3078 on or shortly after January 2, 2003 that you are currently receiving care. Notifying UBH will ensure that you receive in-network benefits.

What action do I need to take, if my provider is not contracted with UBH?

If your provider and/or facility are **not** contracted with UBH, and your care continues beyond January 1, 2003, UBH will work with you to transition your care to a UBH contracted provider. You will be allowed to stay with your current provider for a limited time, up to 90 days, if your treatment **began prior** to January 1, 2003. During this 90-day period, your claims will be paid at the in-network benefit level and your cost will be limited to your in-network copayments. This is called your "transition of care" benefits.

Call UBH at 1-866-312-3078 on or shortly after January 2, 2003 to request "transition of care" benefits and to certify your care. You will speak with an Intake Counselor who will request specific information about your care. **You must call UBH no later than March 1, 2003 to request "transition of care" benefits.** However, you are encouraged to contact UBH as soon as possible after January 1, 2003 to avoid possible claims payment problems.

Once UBH is notified that you want to use your "transition of care" benefits, your record will be updated so that you may continue to be treated by your non-contracted provider through March 31, 2003.

What happens if I don't transition my benefits?

If you do not request "transition of care" benefits through UBH by March 1, 2003, your outpatient therapy visits from January 1, 2003 and thereafter will be paid using the out-of-network benefit level. The out-of-network benefit level is \$25 per visit. You will be responsible for the amount of the billed charges over \$25 per visit. Costs for inpatient hospitalization, residential treatment, and intensive outpatient programs are not covered when received from an out-of-network provider or facility.

What if my treatment continues past the March 31, 2003 cut off date?

If your treatment continues past March 31, 2003, and your provider remains non-contracted with UBH, you will need to change your provider to a contracted UBH provider in order to continue to receive in-network benefits. UBH will assist you in finding a new contracted provider.

During the transition period, you should let your non-contracted provider know that your insurance coverage changed from CIGNA Behavioral Health to United Behavioral Health. If your provider is interested in becoming a contracted provider, advise him or her to contact the UBH Provider Services Department at 800-333-8724 to find out more information about becoming a contracted provider. Providers who are accepted into the UBH provider network must meet certain credentialing standards and accept the terms of the UBH contract. Should your provider become contracted during the transition period, your care could continue uninterrupted with your same provider.

If you have other questions about your behavioral health or substance abuse benefits, please contact UBH at **1-866-312-3078**. If you would like a copy of this letter in Spanish, please contact the Benefit Department at **602-506-1010** or visit the UBH web site www.liveandworkwell.com, access code: see your ID card.

Si desea una copia de esta carta en español, sírvase comunicarse con el Departamento de Beneficios llamando al 602-506-1010 o visite el sitio Web de UBH en www.liveandworkwell.com, código de acceso 12488.

Sincerely,
Pat Vancil
Employee Benefits Manager